



# Arizona Health Care Cost Containment System



## ANNUAL REPORT

**OCTOBER 1, 1999 to OCTOBER 1, 2000**

**Submitted: 1/01/01**

The AHCCCS Administration provides this Annual KidsCare Report to the Governor, President of the Senate, Speaker of the House of Representatives, Secretary of State, and the Director of the Department of Library Archives and Public Records in accordance with Laws 1998, Ch. 4 § 9.

## INTRODUCTION

KidsCare, Arizona's State Children's Health Insurance Program (SCHIP), began its inaugural year on November 1, 1998. Many uninsured children have benefited from this program. The purpose of this report is to describe, for FFY2000, the program's:

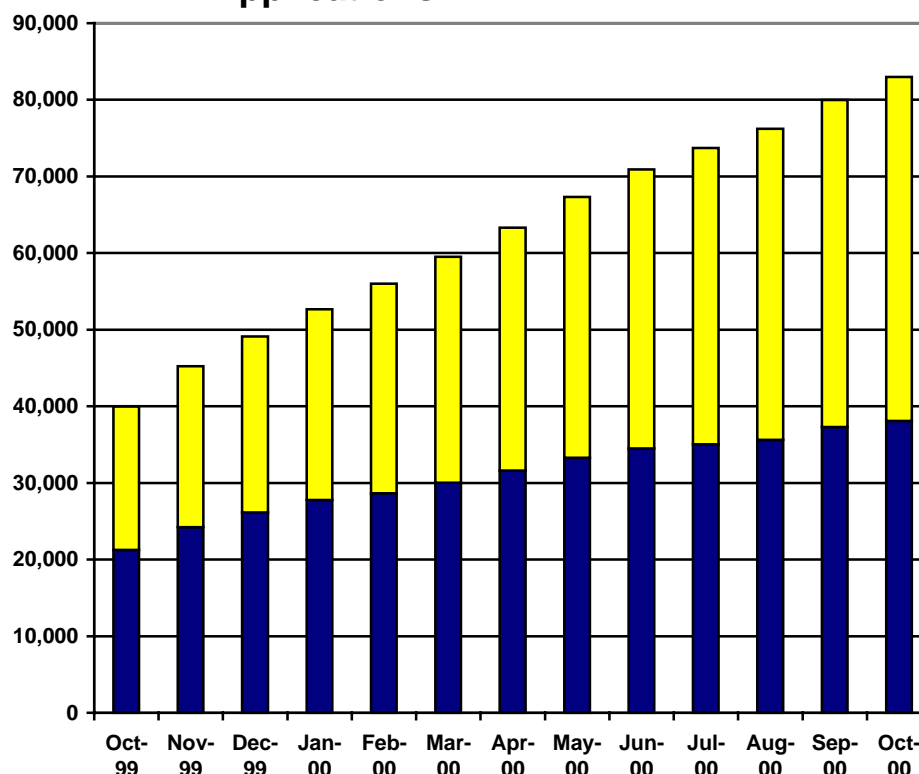
- Population
- Budget
- Program and key health goals
- Outreach achievements
- Coordination and innovation
- Future projects and developments

## KIDSCARE: POPULATION

As of October 1, 2000, KidsCare has enabled a total of 82,797 children, who were previously uninsured, to gain access to health insurance. Of this number, 44,906 (54%) have been found eligible for Medicaid rather than KidsCare. In addition, as of September, the enrollment for Native American children has increased by 942 members (25%) since February 2000. The following chart illustrates the total number of children approved for health insurance because of KidsCare applications.

**Chart 1**

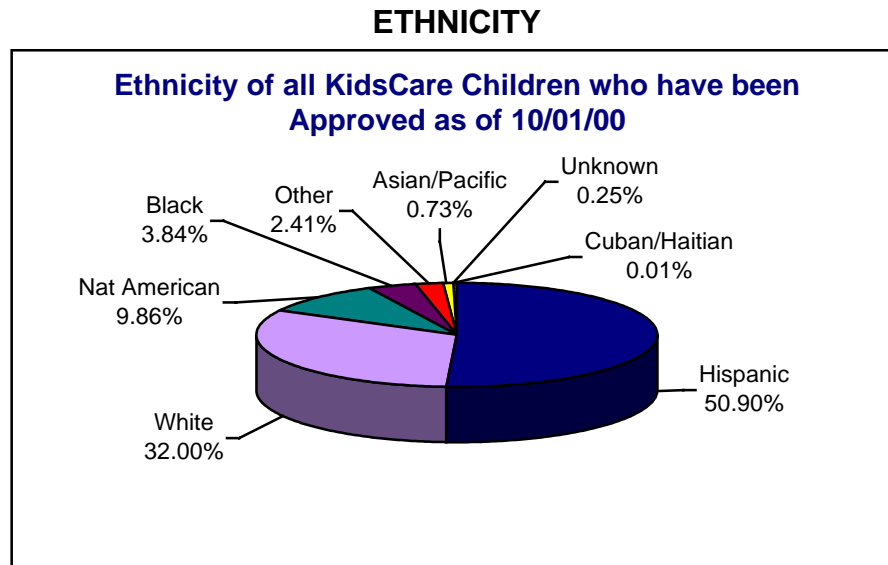
### Total Kids Approved for Health Coverage due to KidsCare Applications



	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00
Totals	39,949	45,236	49,106	52,675	56,020	59,515	63,296	67,341	70,907	73,715	76,215	79,966	82,979
Medicaid Enrollment due to KidsCare Applications	18,693	21,004	22,948	24,910	27,363	29,479	31,661	34,038	36,394	38,681	40,573	42,689	44,906
KidsCare Only	21,256	24,232	26,158	27,765	28,657	30,036	31,635	33,303	34,513	35,034	35,642	37,277	38,073

The following chart shows the ethnicity of KidsCare children as reported by the applicant.

**Chart 2**



## **KIDSCARE: BUDGET**

### ➤ **State and Fiscal Expenditures**

For State Fiscal Year 2000, actual total KidsCare expenditures were \$35,595,392. In State Fiscal Year 2001, total expenditures are projected to be \$52,317,900. Based on current enrollment numbers, federal and state funding percentages are sufficient to fund the program for the upcoming year. The reversion amount that will be returned to HCFA is currently undetermined.

### ➤ **Premiums Implemented**

On October 1, 1999, KidsCare implemented premiums for families with an income above 150% of the Federal Poverty Level (FPL). The premium amounts are represented in the following chart:

**Chart 3**

## **PREMIUM AMOUNTS**

<b>Federal Poverty Levels (FPL)</b>	<b>1<sup>st</sup> Child</b>	<b>More than 1 Child</b>
Above 150% - 175.00%	\$10.00	\$15.00 Total
Above 175% - 200.00%	\$15.00	\$20.00 Total

As of October 1, 2000, there were 5,826 households paying a premium, which supports 9,844 children. Twenty-six percent of the children enrolled in KidsCare pay a monthly premium. From 10/1/99 through 9/30/00, 91% were timely with payments representing premium collections of \$534,784, of which \$401,088 (75%) is returned to HCFA.

## **KIDSCARE: PROGRAM AND KEY PUBLIC HEALTH GOALS**

*(As identified in "Arizona 2000, Plan for a Healthy Tomorrow")*

AHCCCS and the contracted health plans are working diligently to implement steps toward attainment and tracking of the following important public health goals.

### ➤ **Preventive Care: Immunization & Well-Child Care**

AHCCCS and the contracted health plans are working to achieve the state public health goal to increase the proportion of children who are fully immunized by age two to 90%. KidsCare provides a mechanism under which immunizations and other services are covered for more children. Immunization rates for these children will be reported as a separate group in the annual immunization audit due to the Governor's office January 30, 2001.

### ➤ **Access to Care: Primary Care Services**

Most screening and treatment services covered by the Medicaid EPSDT program are available to KidsCare members. Access to primary care providers (PCP) for KidsCare members is one of the measures used to determine health plan performance. The target goal was that 70% of KidsCare children would visit a primary care provider at least once during the year. The actual baseline for FFY98/99 was determined to be 60%. However, the rate of access to care among one and two-year olds was only slightly under the objective. Two-year olds had the highest rate of visits, with 68.63% seeing a PCP during the year. The rate for one-year olds was 64.4%. This is likely due to the fact that Arizona has several active and effective outreach programs aimed at ensuring that infants and toddlers receive critical preventive services, including immunizations and well-child visits.

### ➤ **Access to Care: Oral Health Care**

The AHCCCS oral health care goal is to increase to at least 50% percent the proportion of children who have received appropriate oral health care services.

Children in the KidsCare program are included in the strategies that were developed by the AHCCCS Dental Care Task Force with regard to increasing oral health visits and practitioners. The KidsCare children were included in

the 17,636 (43%) children in all AHCCCS programs who received both preventive and treatment services.

## OUTREACH ACHIEVEMENTS

### AHCCCS

- The KidsCare Administration has hired four Regional Outreach Coordinators to direct statewide outreach activities. Together these coordinators have developed an outreach plan which includes:
  - Supporting and collaborating with the community based organizations on outreach events and in setting up community coalitions,
  - Training and education,
  - Creating uniform outreach training materials, and
  - Developing a business packet to target the small business and minority business companies.

Of particular note, Regional Outreach Coordinators have worked closely with the Arizona Interagency Farmworker Coalition (AIFC) to enroll the farmworkers' children in KidsCare. AIFC has been provided with information packets in both English and Spanish for distribution. They also participated in the Celebration of Farmworker Day in Queen Creek and in Somerton collaborating with other community organizations to disseminate information and assist in completing applications.

- AHCCCS is also working diligently to increase the enrollment of Native American families in both reservation and urban communities. The *KidsCare News* is a newsletter that provides KidsCare information that is of specific interest to tribal communities. The informative publication includes KidsCare updates, AHCCCS outreach efforts and events, tribal enrollment statistics as well as, the KidsCare eligibility requirements and income limits.
- AHCCCS, in conjunction with the Health Care Financing Administration, sponsored a two-day Social Marketing Workshop for staff and representatives from the minority communities, foundations and community based organizations that are currently performing outreach for the KidsCare program. The workshop was presented by the Academy for Educational Development. Approximately 35 people attended the workshop.

Please see Attachment A regarding the counties targeted for KidsCare outreach by AHCCCS employees.

## Community Organizations

Through a grant from the Flinn Foundation, Arizona State University (ASU) is currently compiling the outreach program data for Children's Action Alliance, St. Luke's Charitable Trust, and the Flinn Foundation. The summary report is expected at the end of the three-year projects. While it is too early for outcomes, these grants are allowing communities the opportunity to provide outreach that was previously unavailable.

### ➤ **Children's Action Alliance (CAA)**

CAA dispersed \$1 million in grants from the Robert Wood Johnson Foundation to El Rio Community Health Center in Tucson, Phoenix Day School Health Links Project, and Yuma Department of Public Health. The purpose of these grants are to:

- Decrease the number of uninsured
- Increase access to care
- Provide technical assistance in outreach
- Produce publications
- Increase collaboration

### ➤ **Flinn Foundation**

In addition to the evaluation grant to ASU, the foundation has awarded KidsCare outreach grants totaling \$130,825 to Children's Action Alliance in Phoenix, Interfaith Cooperative Ministries in Phoenix, North Country Community Health Center, Inc. in Flagstaff, Phoenix Day Child and Family Learning Center, Pinal County Division of Public Health in Coolidge, and Yavapai Big Brothers Big Sisters in Prescott. These organizations provide:

- Information through employer-based activities
- Assistance in the application process
- Follow up to assure that all eligibility and enrollment processes are completed
- Compilation and analysis of data for community projects (ASU)

### ➤ **St. Luke's Health Initiatives**

The KidsConnect initiative is a three-year program that began in the spring of 1999. The initiative granted a total of \$840,213 to Maricopa County East Valley Boys & Girls Clubs, Lake Powell Medical Center which also covers Page and Chapter Houses on the Navajo Reservation, Patagonia School Districts in Patagonia and Santa Cruz County, Phoenix Children's Hospital & Native American Community Health Center, Pima Prevention in Tucson,

Scottsdale Prevention Institute, and Valley Interfaith Project for central and western Phoenix.

The goal is to increase the number of children enrolled in Medicaid and KidsCare in order to foster a consistent source of health care. This initiative works through seven community-based organizations to:

- Identify children not receiving health care who are eligible but not enrolled in AHCCCS or KidsCare
- Assist parents with the application process
- Ensure that the child receives health care

This program is intended to complement AHCCCS and KidsCare by testing innovative strategies to reach these populations. Strategies have included outreach activities at:

- Youth rodeos
- Wal-Mart
- Churches
- Health fairs
- Schools

Please see Attachment B regarding the counties targeted for KidsCare outreach by Foundations.

## **Health Plans**

AHCCCS contracted Health Plans are also contributing to the KidsCare outreach efforts. Health Plans statewide have promoted the KidsCare Program at Health Fairs and community events such as block watch gatherings and cultural events.

## **Native American**

Indian Health Service (IHS) facilities, statewide, have been and continue to be very diligent in screening and assisting families with the completion of KidsCare applications. They are part of the success in the substantive increase in Native American KidsCare enrollment.

The number of Native American children in the KidsCare program has continued to increase at a modest but steady level, at a rate of approximately 100 children per month during calendar year 2000. The majority of these children were enrolled through the efforts of the IHS facilities. Each IHS facility is mandated to explore alternative health care resources for Native Americans. Throughout the state, the IHS facilities have contributed to the expanding enrollment for children who reside on reservations. Accordingly, most eligible families have opted to enroll their children with IHS as their health plan.

Tribally operated health care programs have also contributed to the enrollment of Native American children. Each tribe designed their outreach plans based on the uniqueness of their communities:

- Many tribal health care departments have organized community health fairs and other events focusing primarily on children's health.
- Other tribally operated programs have incorporated the application process into their daily routines, capturing information that can also be used to complete the KidsCare application.
- Such programs as Women, Infants and Children, Head Start, and other social service and educational programs have also played an active role in assisting families enroll their children in KidsCare.

There are other programs in the state's metropolitan areas that target the Native American community. Through a grant from St. Luke's Charitable Trust, the Native American Community Health Center and the Phoenix Children's Hospital have hired outreach and enrollment specialists to assist families in completing application forms. These programs have hired staffs of Native American heritage who are able to interact with Native American families residing in urban areas. The staff also follow up with families by:

- conducting home visits,
- assisting potential applicants with verification of income documents, and
- generally providing consumer education to make an informed choice regarding health plan selections.

Please see Attachment C regarding IHS facilities targeting KidsCare population.

The following chart illustrates the success of these and numerous other outreach efforts by community based organizations and AHCCCS.

**Chart 4**

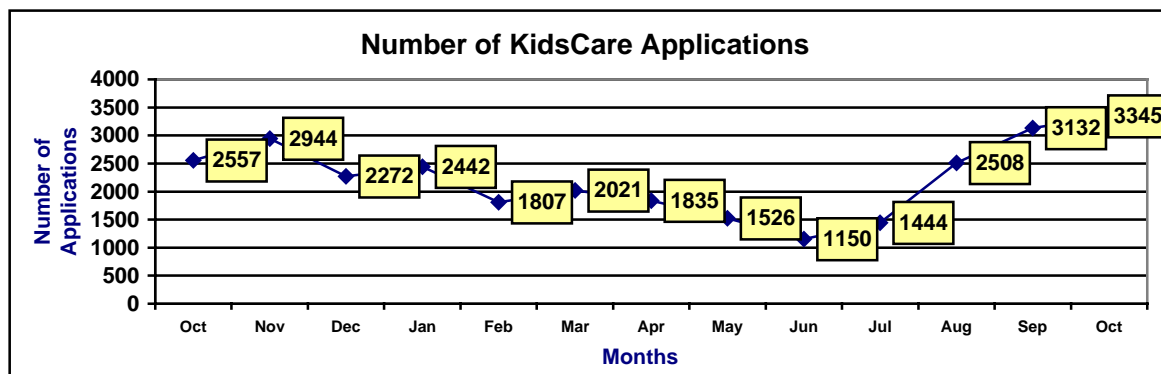




Chart 4 represents the 28,983 applications received from October 1999 to October 2000; however, these numbers do not include the conversions from state programs or the Medicaid program through the Department of Economic Security when children become ineligible due to income or resources. During this same time period, the KidsCare hotline received 57,472 calls.

The AHCCCS KidsCare Administration, in partnership with health plans, foundations and many community organizations, has made a difference.

## **COORDINATION AND INNOVATION**

### **➤ Renewal Process**

AHCCCS has streamlined the renewal process by developing a one-page renewal application form written in Spanish and English. Furthermore, the form has been designed to be more comparable to a medical insurance form. This was done to align the KidsCare program as more of a medical insurance program rather than a welfare program.

### **➤ Flyer**

A newly developed flyer will be enclosed with the renewal form. The flyer contains the name and address of community based organizations and other agencies that have agreed to provide assistance in completing the renewal form, faxing the form to the KidsCare office and making copies of income verification such as paycheck stubs if families have verification available. If not, self-declaration of income will be accepted unless it seems incorrect or inconsistent based on other information known about the family. They will also assist in completing the KidsCare application form. These entities are listed by county to assist the applicant in locating the office closest to their home.

### **➤ Partnership with Department of Education**

AHCCCS and the Department of Education (DOE) recently partnered to notify families of the KidsCare program through the Child Nutrition Program. Each school program received a letter and flyer from DOE requesting that the flyer be attached to the application for the free and reduced lunch program. Families completed the simple form and returned it to the school if their child was uninsured, and they wanted more information about KidsCare. The schools have been submitting the flyer to the KidsCare office for follow-up. AHCCCSA staff call these families to not only answer questions, but also to assist in the completion of the application over the telephone. To date we have received over 7,000 letters from more than 25 school districts.

### **➤ Partnership with the City of Phoenix Department of Parks, Recreation and Library (PRLD) and City Manager's Youth and Education Office**

The City of Phoenix Parks, Recreation and Library recently agreed to distribute KidsCare information to all of their part-time staff in four park districts - many are young people 18 and under. They also agreed to the following:

- Distribute information at their after school programs that are located at 150 different schools. Each after school program site serves anywhere from 30 to 180 children (Kindergarten through 8th graders).
- KidsCare staff will speak at their next supervisor's meeting (200 people) scheduled for January.
- Review the intake form they currently utilize to collect information from the parents of the children that attend the recreation programs. Additional questions concerning access to health care will be included on the application.
- Have AHCCCS train their staff training in how to fill out KidsCare applications so that they can be taken onsite.
- Insert information in the department's newsletter and in employee's paychecks

The City Manager's Youth and Education Office agreed to insert information concerning KidsCare in their newsletter that is distributed to all school principals in the City of Phoenix and Maricopa County.

## **FUTURE PROJECTS AND DEVELOPMENTS**

- AHCCCS recently hired a Community Relations Administrator that will work closely on KidsCare outreach projects. Some of her responsibilities include:
  - Serving as the agency focal point in reaching out to and resolving issues with community organizations
  - Enhancing relationships with community based organizations to insure AHCCCS services are accessible to all citizens
  - Functioning as the spokesperson for the Director in both informing and educating community organizations and in resolving issues with community organizations
  - Managing grant funding for outreach and related activities.
  - Seeking grants and other funds to develop agency needed programs in the outreach and education area.
- In October, AHCCCS released a \$1 million dollar request for proposal (RFP) to award grants to community based organizations to conduct outreach for Medicaid and uninsured children, specifically those qualifying under Section 1931 of the Social Security Act. Since approximately one-half of the children whose families have applied for KidsCare have been found Medicaid eligible, we expect that by conducting outreach for Medicaid we will find a large number of the children KidsCare eligible. The goal is to provide statewide coverage by awarding multiple contracts. AHCCCS hopes to award contracts to be effective December 2000.

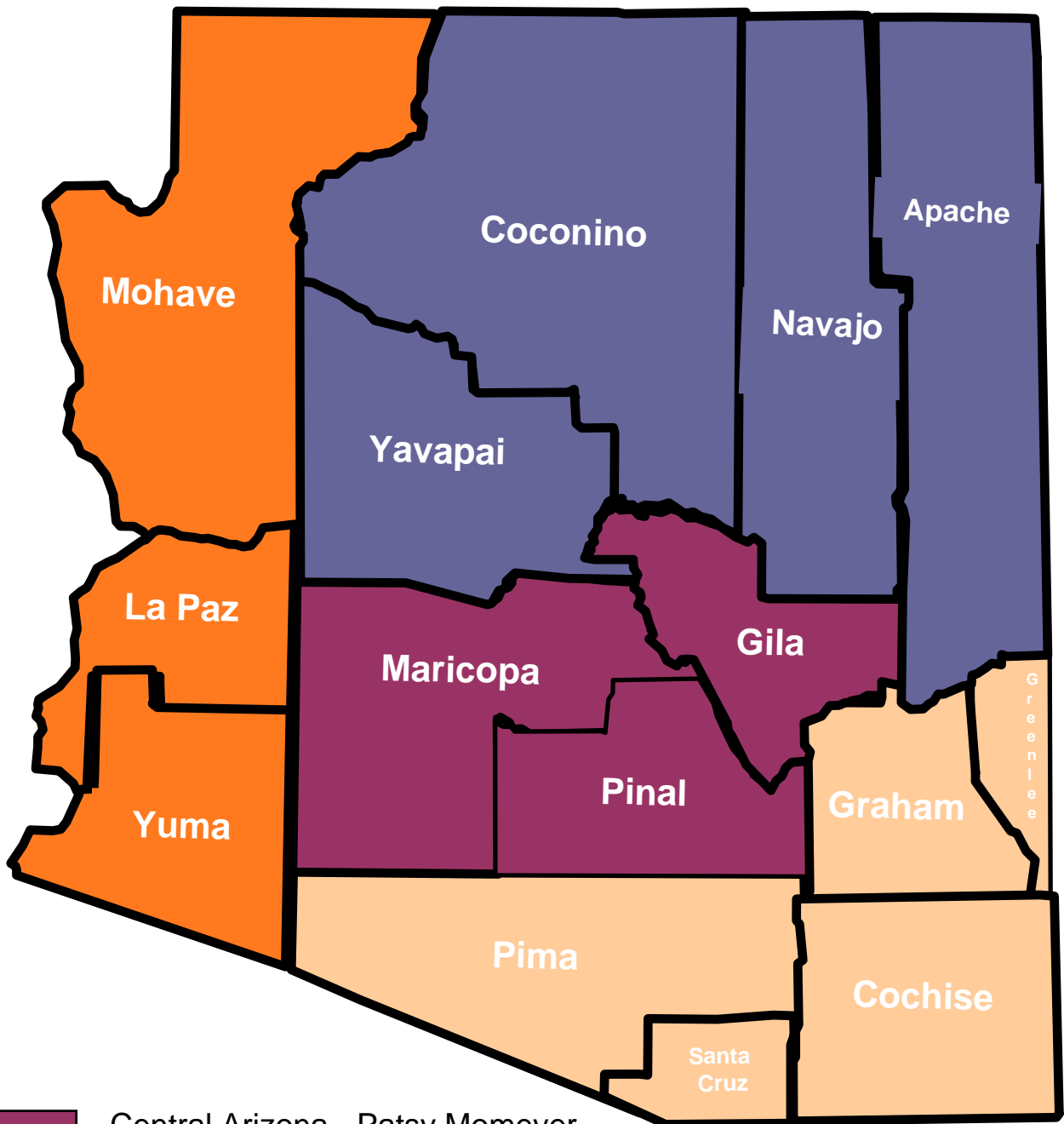
- Another RFP has been released for \$900,000 for a media campaign for KidsCare. The target date to award the contract for this RFP is December 2000.
- AHCCCS has submitted a State plan amendment to HCFA for FFY2001. This amendment permits Arizona to accept the parental declaration of income for the KidsCare program. This expedites the enrollment process.
- The KidsCare program and the Arizona Association of Community Health Centers are planning a series of KidsCare outreach and enrollment seminars specifically designed for tribal health programs.
- The Phoenix Children's Hospital (PCH) and Native American Community Health Center are working together to eliminate the cultural barriers that exist for urban Native American children. In addition to outreach efforts, PCH is offering free training to all KidsCare health plans. The training is designed to help develop an understanding of Native American cultural awareness and sensitivity.
- The Social Security Administration (SSA) will be providing information regarding SCHIP to their beneficiaries. The information will include a toll free telephone number that will roll over to the KidsCare hotline. This effort will reach 664,900 Arizonans.
- AHCCCS will also explore with the State Department of Revenue the potential of including information about KidsCare in their direct mailings.

The KidsCare Administration continues to partner with the community in outreach efforts. AHCCCS is researching best practices on an ongoing basis and receiving input from the community regarding more effective strategies in enrolling Arizona's children in health care.

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## Counties Targeted for KidsCare Outreach by AHCCCS Employees



- Central Arizona - Patsy Momeyer
- Northern Arizona - Gloria Groves
- Southern Arizona - Barbara Bullock
- Western Arizona - Yolanda Carzares

### AHCCCS Outreach Coordinator:

Anna Alonzo - [AMAlonzo@ahcccs.state.az.us](mailto:AMAlonzo@ahcccs.state.az.us)

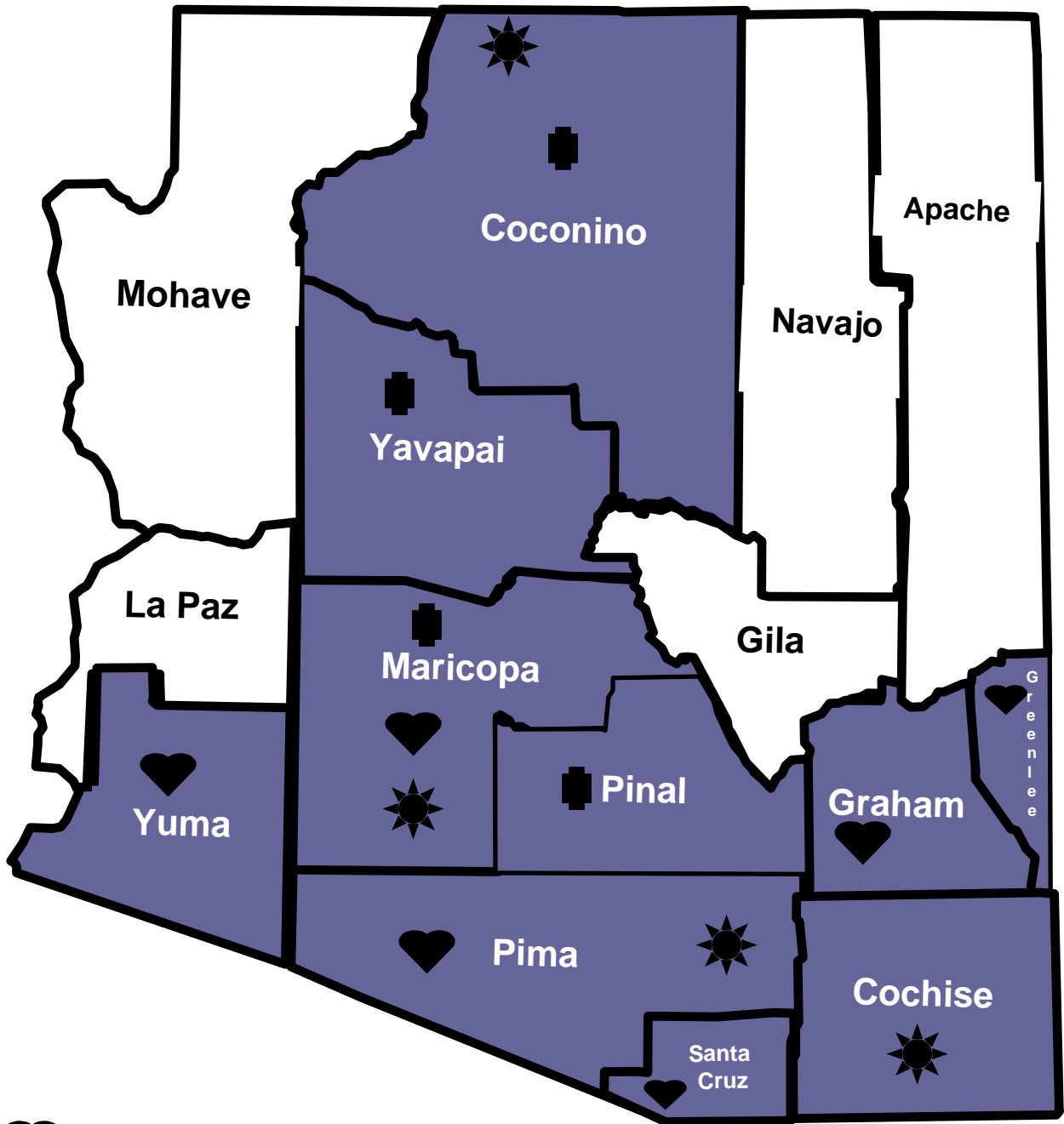
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## Counties Targeted for KidsCare Outreach by Foundations



Children's Action Alliance



Flinn Foundation



St. Luke's Health Initiative

**AHCCCS Outreach Coordinator:**

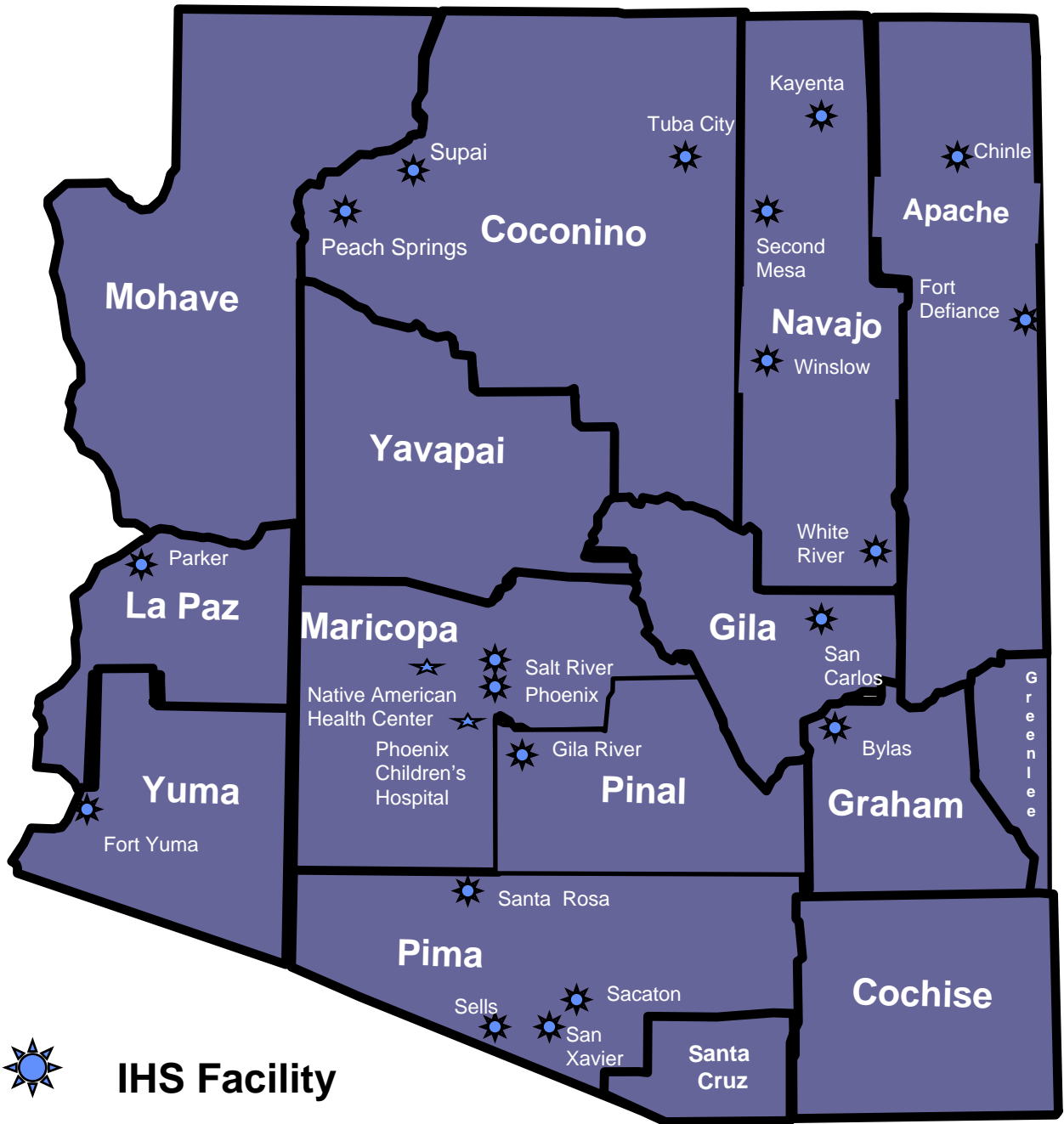
Anna Alonzo - [AMAlonzo@ahcccs.state.az.us](mailto:AMAlonzo@ahcccs.state.az.us)

801 East Jefferson, MD 4100

Phoenix, Arizona 85034

Phone: (602) 417-4736 Fax: (602) 252-6536

## IHS FACILITIES and OTHER ENTITIES THAT TARGET KIDSCARE POPULATION



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